



PATENT
Customer No. 22,852
Attorney Docket No. 06502.0383-00

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
Lewis CURTIS et al.) Group Art Unit: 3629
)
Application No.: 10/021,084) Examiner: THAI, Cang G.
)
Filed: December 19, 2001) Confirmation No.: 8738
)
For: SYSTEMS AND METHODS FOR)
PROVIDING A CUSTOMER)
RELATIONSHIP MANAGEMENT)
ARCHITECTURE)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

REPLY TO OFFICE ACTION

In reply to the Office Action mailed April 6, 2005, the period for response having been extended to September 6, 2005, by a request for extension of two months and fee payment filed concurrently herewith, Applicants respectfully request reconsideration of this Application in view of the following remarks:

Remarks follow the amendment sections of this paper.

Attachments to this amendment include Declaration Under 37 C.F.R. § 1.131 by inventor John Crupi.